

CITY OF HEMET

Class Code: 3733
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INFORMATION TECHNOLOGY SPECIALIST II

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision to coordinate and implement the activities and operations involved in ensuring the accessibility, integrity, and security of the City's computer local and wide area networks and communication systems; perform a variety of complex technical duties in the installation, repair, replacement, and maintenance of the local and wide area networks, systems peripherals, and telephone systems; provide user support training; and perform related duties as required.

DISTINGUISHING CLASS CHARACTERISTICS

The Information Technology Specialist II is the advanced journey level class in the Information Technology Specialist class. The Information Technology Specialist II works under general supervision and within a framework of established procedures and is expected to perform a wide variety of tasks with occasional instruction or assistance. Adequate performance at this level requires knowledge of departmental procedures and precedent, and the ability to choose among alternatives in solving problems. The Information Technology Specialist II is expected to work productively in the absence of a supervisor. Incumbents may often have contact with the public and other employees in answering a variety of procedural questions and giving out factual information. The Information Technology Specialist II is distinguished from the Information Technology Specialist I in that the incumbent in the former class performs lead work and provides direction and guidance to other Information Technology staff.

SUPERVISION RECEIVED/EXERCISED

This position receives supervision from the IT Operations & Network Systems Supervisor. Incumbents in this class do not typically exercise supervision, but may provide direction and guidance to other Information Technology staff.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act may include, but are not limited to the following characteristics, duties, responsibilities, knowledge, skills and other characteristics:

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

Coordinate activities with City departments and other agencies involving the City's local and wide area network and telephone systems to ensure hardware/software compatibility and compliance with established policies, goals, and objectives; monitor and maintain systems and standards for network security, directory structure, IP addressing, database design, backup, recovery, and storage.

Design, administer, and coordinate user access, user rights, and control network servers, systems, and software programs; design, develop, and modify programs for computer applications; install, repair, and maintain computer equipment, network systems, and software programs and upgrades; customize installed software to the specific requirements of the department.

Maintain and document software to ensure proper licensing and storage; monitor and maintain computer maintenance and repair contracts; maintain and document the network layout, setup, protocols, and procedures; record network testing and diagnostic actions; analyze and evaluate new applications and systems to identify opportunities and/or improved performance for service, delivery methods, and procedures; confer with knowledgeable associates and vendors to make recommendations for procurement.

Interface computers to peripheral equipment; evaluate, troubleshoot, diagnose, and resolve computer hardware, software, network, related equipment, and communication connectivity problems; determine when service calls are needed; oversee and maintain work orders and notify users of disposition; run related reports.

Evaluate and recommend computer hardware and software products; conduct preventative maintenance on network computer equipment and systems; respond to inquiries and provide technical assistance for computer hardware, software, and telephone equipment and usage; install, repair, and maintain end user telephone equipment; develop and implement policies, procedures, and standards relating to computer, telephone, and related technologies, produce and distribute a variety of statistical data, reports, computer printouts, etc. as necessary.

ENVIRONMENTAL AND PHYSICAL WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper, documents, and equipment weighing more than 25 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities:

Working knowledge of strategies and testing of computer system programming and networking; TCP/IP over Ethernet networking; Microsoft and Novell operating systems; network software and strategies; and principles and techniques; techniques and procedures pertaining to installation and maintenance of vendor software and data communication systems; common office productivity and data processing programs; data storage and access methods and data base management systems; methods, principles, and practices as related to municipal operations and information systems; and the operation and care of computer and telephone equipment.

Ability to organize resources, schedules, and personal skills to efficiently carry out tasks as required; analyze and define problems, and conceptualize practical computer solutions; and operate, maintain, and repair computer hardware; conduct studies, analyze data, draw sound conclusions, and make recommendations; exercise sound judgement within established policy guidelines; organize and maintain accurate records of activities and projects; prepare comprehensive verbal and written reports; deal constructively with conflict and develop effective resolutions; communicate effectively both orally and in writing; and establish and maintain cooperative working relationships.

Education and/or Experience:

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include: equivalent to an Associate Degree from an accredited college or university with major course work in data processing or a closely related field, with emphasis on microcomputer systems and programming and five (5) years of professional microcomputer systems and programming experience with systems similar to those used by the City of Hemet. Five (5) years of increasingly responsible experience in computer and communications systems and local and/or wide area network management and administration is preferred.

Certification/License and/or Other Special Requirements:

Possession of a valid and appropriate California Driver's License, and maintain a satisfactory driving record.

As the field of information is constantly changing, the incumbent in the position is required to maintain and update knowledge base as needed to stay current on IT issues. This may include obtaining and maintaining various certificates, attending training classes, furthering college education, reading publications designed for the IT sector and joining professional IT organizations.